



Department of Medical Assistance Services  
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# MEDICAID PROVIDER MANUAL UPDATE

**TO:** All School Division providers participating in the Virginia Medical Assistance Program, Managed Care Organizations, and holders of the School Division Provider Manual

**FROM:** Patrick W. Finnerty, Director  
Department of Medical Assistance Services (DMAS)

**MEMO:** Update

**DATE:** 11/8/2007

**SUBJECT:** Update to the School Division Provider Manual

The purpose of this memorandum is to notify you of changes to Chapters II, IV, V, & VI of your School Division Provider Manual. The attached table shows the changes to the School Division Provider Manual. Please download the new pages to insert into your Provider Manual and retain the attached table.

These manual chapters have experienced a significant update, requiring several changes to the previous information. The chapters have been updated in accordance with two new Centers for Medicare and Medicaid Services' (CMS) State plan amendments, which have amended various school services.

Please review these changes carefully.

## **ELIGIBILITY AND CLAIMS STATUS INFORMATION**

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

## **COPIES OF MANUALS**

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov). Refer to the "DMAS Content Menu" column on the left-hand side of the DMAS web page for the "Provider Services" link,

which takes you to the “Manuals, Memos and Communications” link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

### **“HELPLINE”**

The “HELPLINE” is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The “HELPLINE” numbers are:

1-804-786-6273 Richmond area and out-of-state long distance  
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

### **NPI TRAINING AND EDUCATION**

DMAS is conducting Web-Based Q&A sessions on topics associated with NPI such as taxonomy codes, subparts, group enrollment, new paper claim forms, and other NPI related topics. Visit the DMAS Learning Network at [http://www.dmas.virginia.gov/LN-upcoming\\_events.htm](http://www.dmas.virginia.gov/LN-upcoming_events.htm) for additional details on the new “WebEx” Web-Based training and other DMAS training opportunities.

Attached Number of Pages: (1)

## ***SCHOOL DIVISION PROVIDER MANUAL***

### **REVISION CHART**

**November 8, 2007**

#### **SUMMARY OF REVISIONS**

<b>MANUAL SECTION</b>	<b>MATERIAL REVISED</b>	<b>NEW PAGE NUMBER(S)</b>	<b>REVISED PAGE(S)</b>	<b>REVISION DATE</b>
Chapter II	Chapter II		Entire Chapter	11/8/07
Chapter IV	Chapter IV		Entire Chapter	11/8/07
Chapter V	Chapter V		Entire Chapter	11/8/07
Chapter VI	Chapter VI		Entire Chapter	11/8/07

#### **FILING INSTRUCTIONS**

<b>MANUAL SECTION</b>	<b>DISCARD</b>	<b>INSERT</b>	<b>OTHER INSTRUCTIONS</b>
Chapter II	Old Chapter II	New Chapter II	
Chapter IV	Old Chapter IV	New Chapter IV	
Chapter V	Old Chapter V	New Chapter V	
Chapter VI	Old Chapter VI	New Chapter VI	